

## **POLICY: Requirements & Training of Direct Support Professional Staff**

**POLICY STATEMENT:** It is the policy of the Bureau of Developmental Disabilities Services (BDDS) that all Direct Support Professional Staff shall meet minimum requirements, complete initial training, and undergo continuous competency reviews when working with individuals with developmental disabilities.

### **DETAILED POLICY STATEMENT**

#### **Requirements for Direct Support Professional Staff**

All Direct Support Professional Staff working with Individual(s) shall meet the following requirements:

1. Be at least eighteen (18) years of age.
2. Demonstrate the ability to communicate adequately in order to:
  - a. complete required forms and reports of services provided;
  - b. follow oral and written instructions; and
  - c. communicate with an Individual in the Individual's mode of communication.
3. Complete training as referenced in this policy.
4. Demonstrate continuous competency as described in this policy.

#### **Initial Training for Direct Support Professional staff**

1. Before providing services to Individuals, all Direct Support Professional Staff will undergo competency verification based on initial orientation training in:
  - a. the Division of Disability and Rehabilitative Services (DDRS) approved core competencies;
  - b. DDRS incident reporting; and
  - c. physical intervention techniques necessary to provide emergency behavioral supports as outlined in the "Behavior Support Plan" policy.
2. The DDRS approved core competencies include the following:
  - a. Person Centered Planning, which includes but is not limited to the following training topics:
    - i. Person Centered Planning tools;
    - ii. respect, and Individual rights;
    - iii. choice;
    - iv. competence; and
    - v. community presence and participation
  - b. Protection against Abuse, Neglect, or Exploitation, which includes but is not limited to the following training topics:
    - i. the causes of Abuse, Neglect and Exploitation;

- ii. the prevention of Abuse Neglect and Exploitation; and
    - iii. the reporting of Abuse, Neglect and Exploitation;
  - c. Health and wellness, which includes but is not limited to the following training topics:
    - i. universal precautions;
    - ii. personal care;
    - iii. safety during emergencies;
    - iv. positive behavioral supports;
    - v. maintaining a safe environment;
    - vi. nutrition and wellness;
    - vii. vehicle safety;
    - viii. safety during lifting and transferring;
    - ix. diet and related health issues
  - d. Communication, which includes but is not limited to the following training topics:
    - i. the purpose of communication;
    - ii. strategies for communicating;
    - iii. communication with Individuals;
    - iv. communication with members of the Individual's Individualized Support Team (IST) and other people of significance or influence in the Individual's life;
    - v. conflict resolution; and
    - vi. confidentiality of an individual's information
  - e. Medication administration and medication side effects, which includes but is not limited to the following training topics:
    - i. medication administration and side effects training by a licensed nurse; and
    - ii. competency in medication administration documented by a licensed nurse
  - f. First Aid and CPR, which includes but is not limited to the following training topics:
    - i. Emergency precautions and preparedness;
    - ii. Injury and medical emergencies;
    - iii. Cardiopulmonary Resuscitation
- 3. Training on the DDRS core competencies shall be provided to Direct Support Professional Staff only by qualified trainers, as determined by 460 IAC 6 and DDRS.
- 4. Prior to providing services to an Individual, all Direct Support Professional Staff will:
  - a. be trained to competency in the Individual specific interventions for each Individual they are working with, including but not limited to the Individual's:
    - i. health and risk needs;
    - ii. behavioral supports;
    - iii. diet and nutrition needs;
    - iv. swallowing difficulties;
    - v. medication administration needs;
    - vi. side effects for prescribed medications;
    - vii. mobility needs;
    - viii. means of communication and corresponding; and
    - ix. outcomes and strategies included in the Individualized Support Plan (ISP).
- 5. All training documentation shall be in compliance with the "Personnel Policies" policy.

## **Direct Support Professional Staff Continuous Competency**

1. All Direct Support Professional Staff shall demonstrate continuous competency in:
  - a. the DDRS approved core areas of competencies outlined in this policy;
  - b. DDRS incident reporting;
  - c. physical interventions techniques needed for emergency behavioral supports described “Use of Restrictive Interventions” policy;
  - d. Individual specific interventions outlined in this policy; and
2. All training documentation shall be in compliance with the guidelines set forth in the DDRS “Personnel Policies and Manuals” policy.

## **DEFINITIONS**

“Abuse” means:

1. Intentional or willful infliction of physical injury.
2. Unnecessary physical or chemical restraints or isolation.
3. Punishment with resulting physical harm or pain.
4. Sexual molestation, rape, sexual misconduct, sexual coercion, and sexual exploitation.
5. Verbal or demonstrative harm caused by oral or written language, or gestures with disparaging or derogatory implications.
6. Psychological, mental, or emotional harm caused by unreasonable confinement, intimidation, humiliation, harassment, threats of punishment, or deprivation.

“BDDS” means bureau of developmental disabilities services as created under IC 12-11-1.1-1.

"Competency based training" means that learning of taught concepts must be demonstrated through acceptable, observable performance (whether in role playing, or in real time settings when possible,) in addition to passing a written post-test based on the training curriculum.

Competency Based Training is measured and documented by the trainer who is responsible for teaching toward the specific consumer outcomes."

“DDRS” means the division of disability and rehabilitative services as established by IC 12-9-1-1.

“Direct Support Professional Staff” means an owner, director, agent, employee, contractor, subcontractor or officer, of a Provider Entity, who provides direct or hands-on services to an Individual while providing any of the services for which the provider has received BDDS Approval as fully listed in the most recently approved Indiana Medicaid Home and Community Based Services Waiver Document.

“Exploitation” means:

1. unauthorized use of the personal services, the property, or the identity of an individual; or
  2. any other type of criminal exploitation, including exploitation under IC 35-46-1-1;
- for one’s own profit or advantage, or for the profit or advantage of another.

“Individualized Support Team” or “IST” means a team of persons, including:

1. an Individual;
2. the Individual’s legal representative, if applicable;
3. the Individual’s Providers;
4. the Individual’s Case Manager, if indicated;
5. a BDDS representative; and
6. other persons identified by the Individual or the Individual’s legal representative, if applicable, who assist the Individual in a significant manner, or in the development and implementation of the Individual’s Individualized Support Plan (ISP).

“Neglect” means failure to provide supervision, training, appropriate care, food, medical care, or medical supervision to an individual.

“Person Centered Planning” means a process that:

1. allows an Individual, or the Individual’s Legal representative, to direct the planning and allocation of resources to meet the Individual’s life goals;
2. achieves understanding of how an Individual:
  - a. learns;
  - b. makes decisions; and
  - c. is and can be productive;
3. discovers what the Individual likes and dislikes; and
4. empowers an Individual and the Individual’s Legal representative to create a life plan and corresponding ISP for the Individual that:
  - a. is based on the Individual’s preferences, dreams, and needs;
  - b. encourages and supports the Individual’s long term hopes and dreams;
  - c. is supported by a short term plan that is based on reasonable costs, given the Individual’s support needs;
  - d. includes Individual responsibility; and
  - e. includes a range of supports, including funded, community, and natural supports.

## REFERENCES

IC 12-11-1.1-1  
IC 12-8-8-4  
IC 12-9-2-3

Approved by: Julia Holloway, DDRS Director -

